

# CES 101:

## The Basics of CES

*"Coming together is a beginning;  
keeping together is progress;  
working together is success."*

*- Henry Ford -*

**June 11, 2014**

**Where** did this come from?

**What** exactly is CES comprised of?

**Who** are the different players?

**How** do I get involved?

# Success

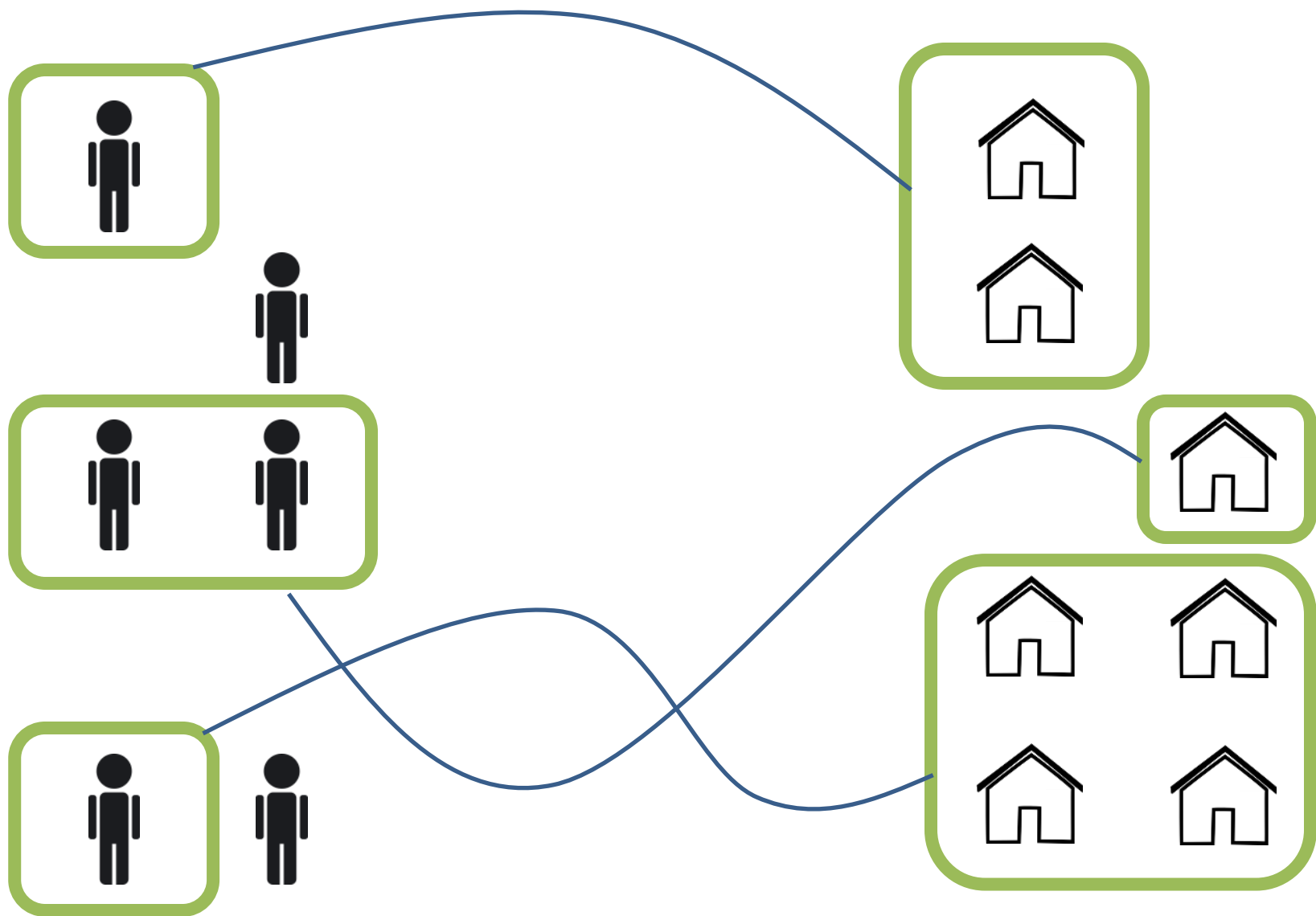


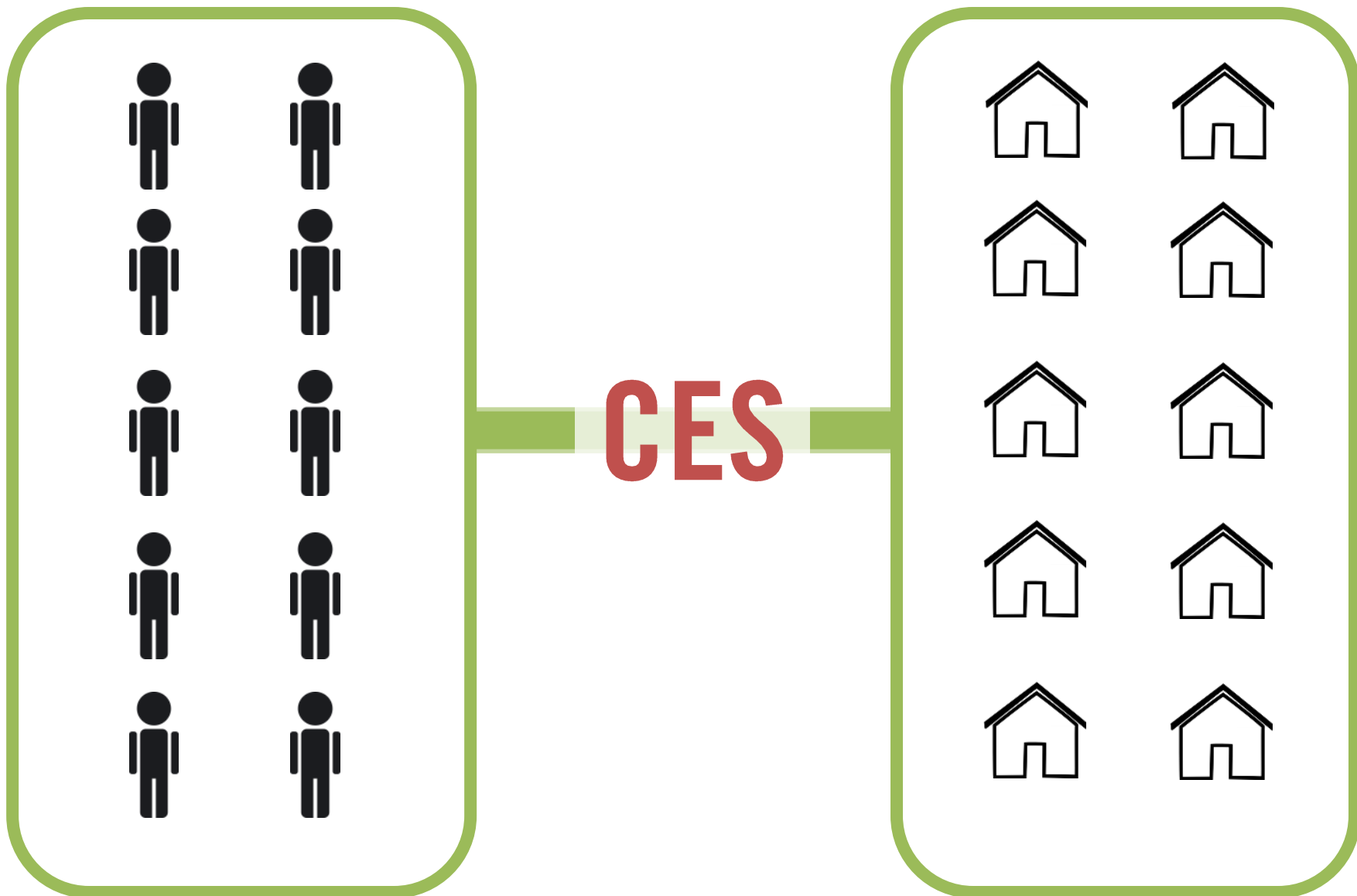
# Success

- Understand basic purposes and functions of CES
- Address misperceptions, field concerns, and discuss further uses together

**Leave with contacts and context for follow-up**





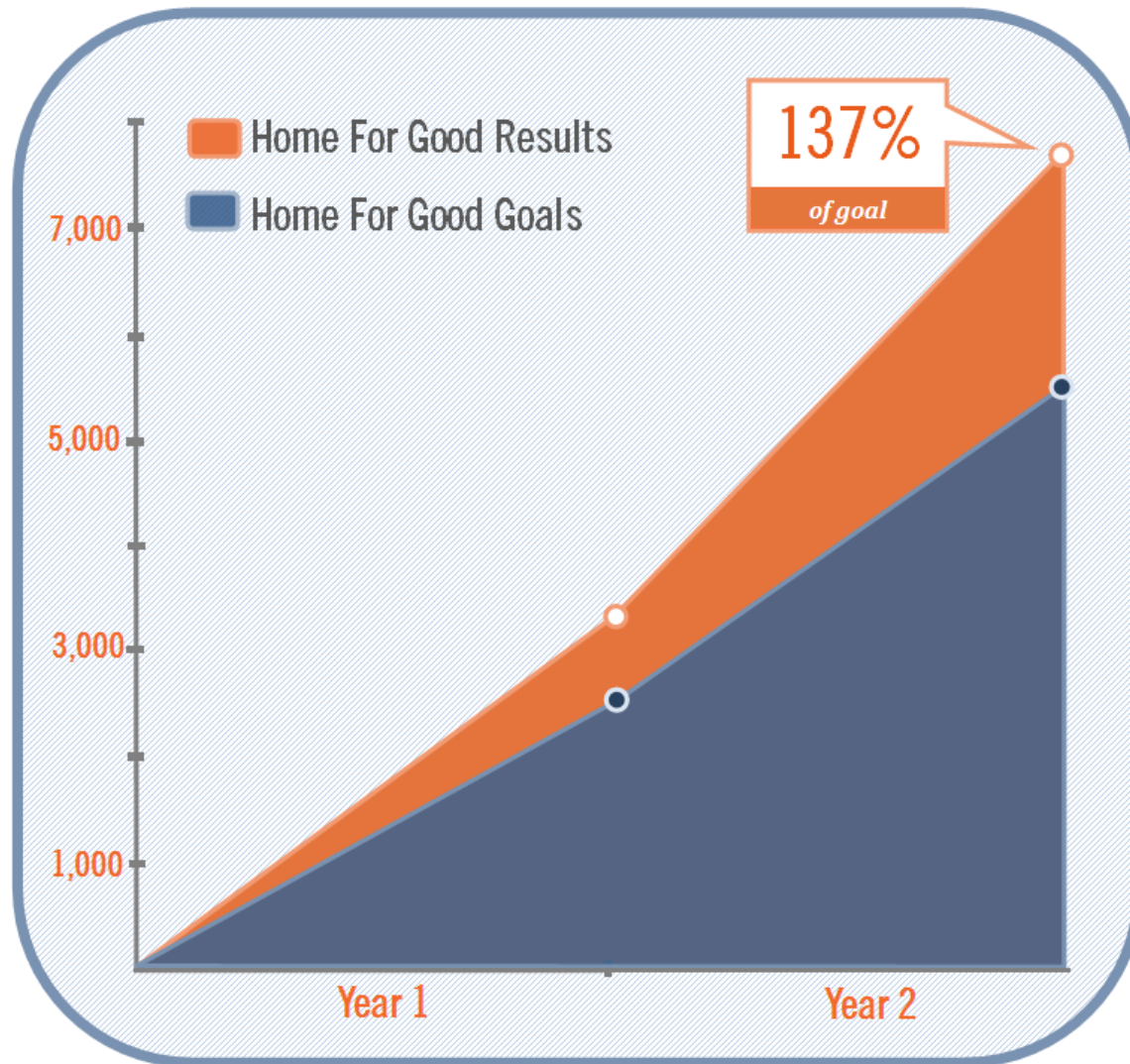


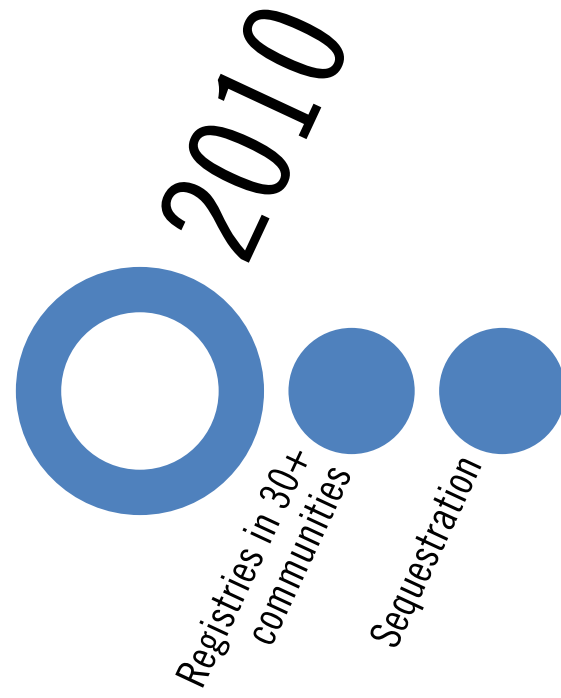
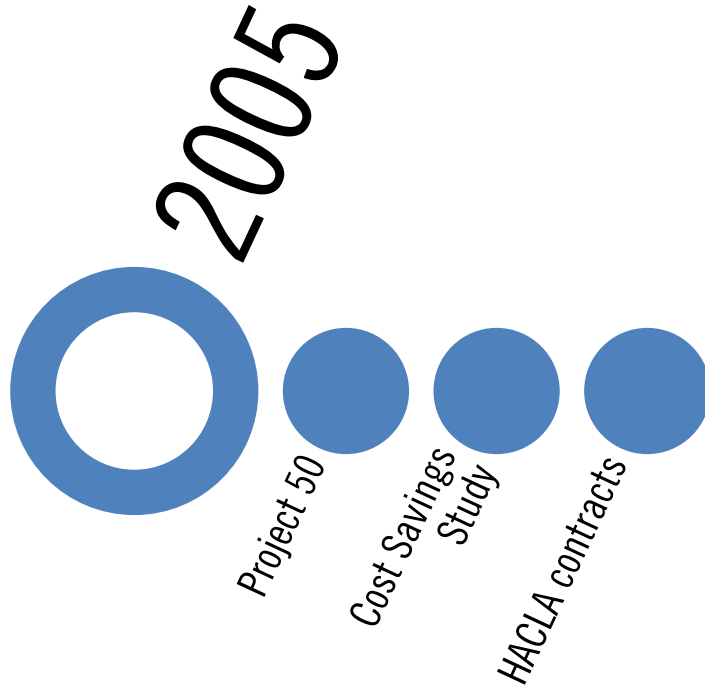
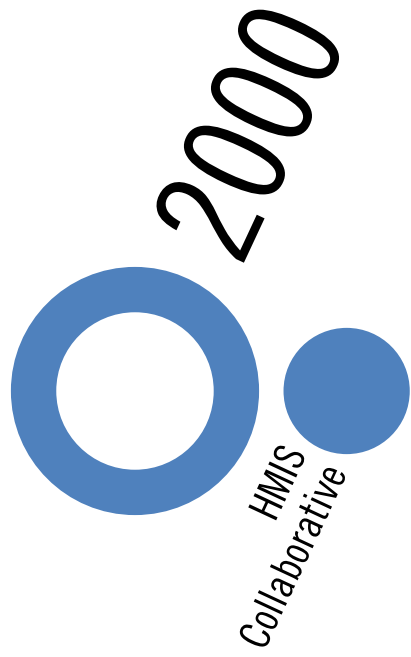
A young man and woman are holding a large, blank white sign. The woman on the left is smiling and looking upwards. The man on the right is looking directly at the camera. They are standing in front of a red wooden wall. A thought bubble is positioned above the man's head, containing text. A large, irregular pink shape is overlaid on the bottom half of the image, partially obscuring the sign.

If only  
something  
like this  
existed for  
permanent  
housing...

# History

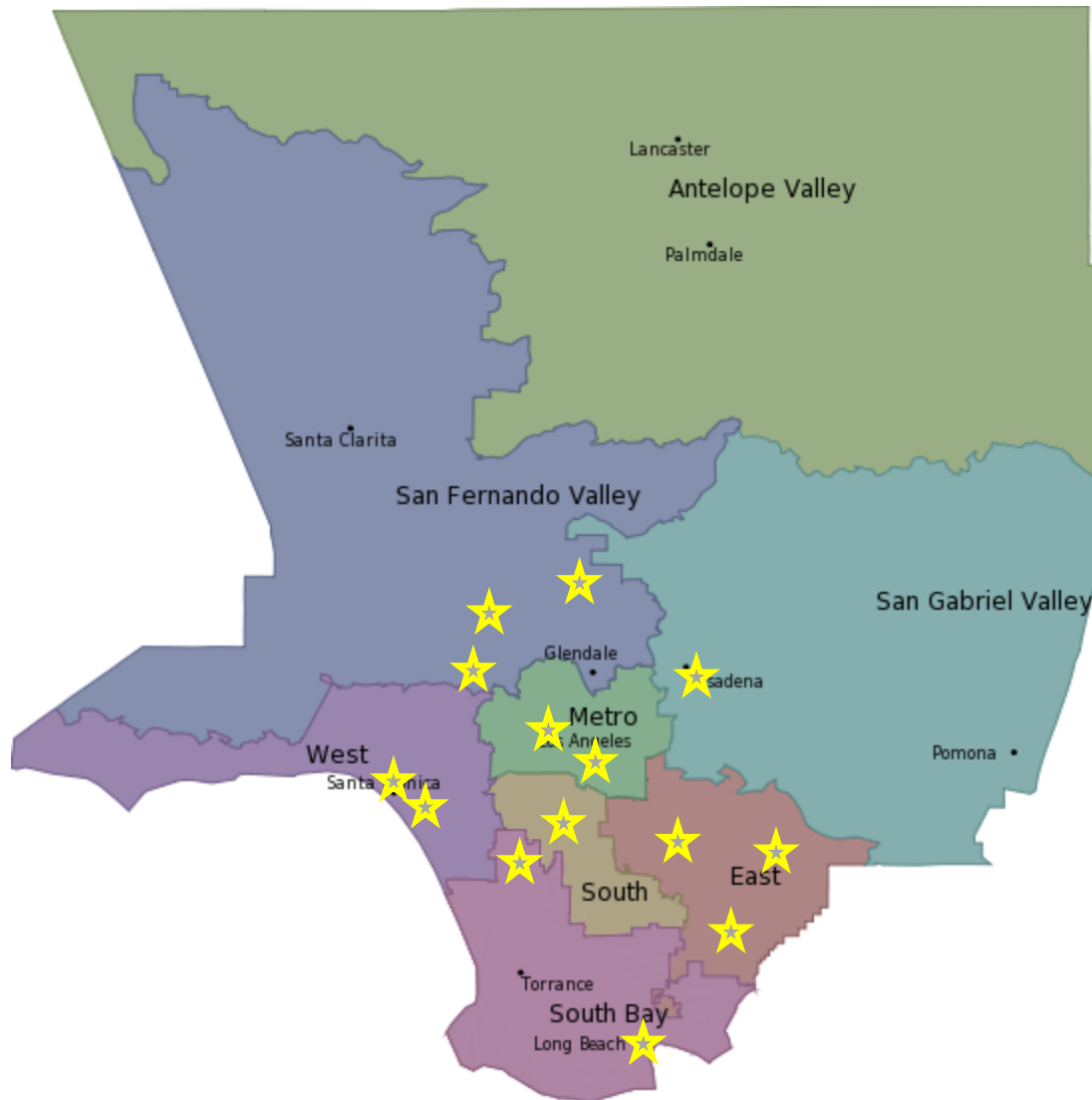
*Where'd this come from?*



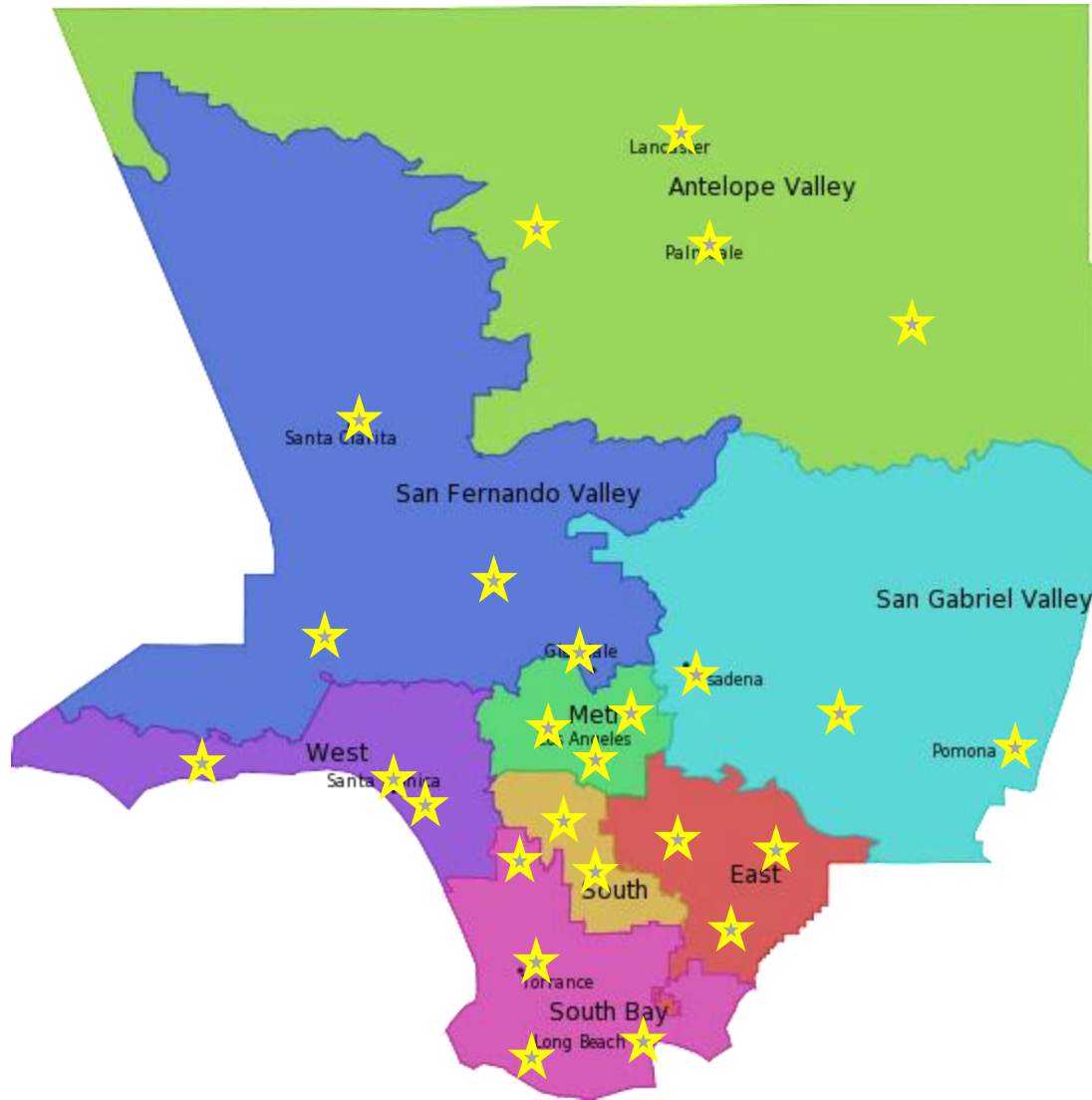




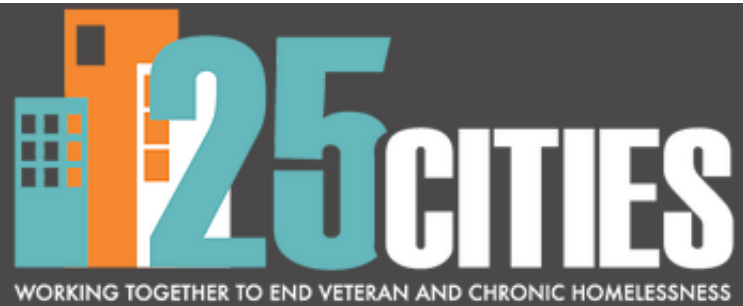
June 2013



June 2014



July 1, 2015







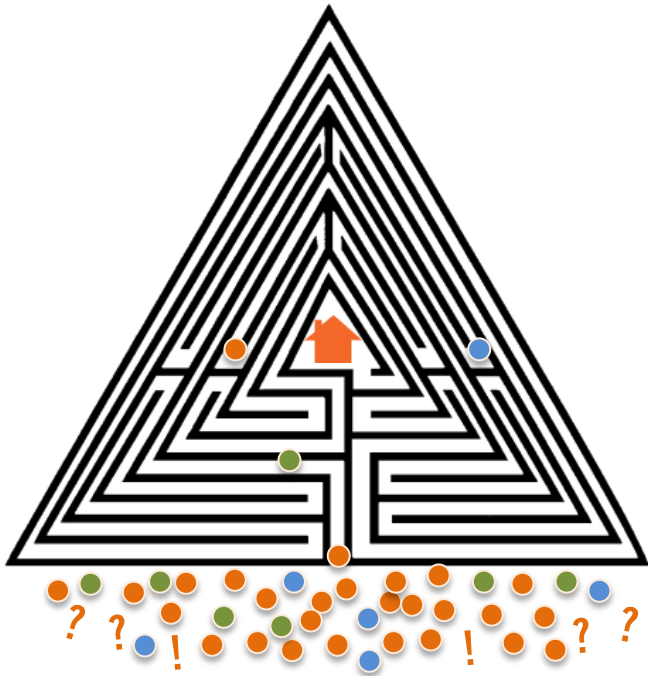
**Questions?**

# Components

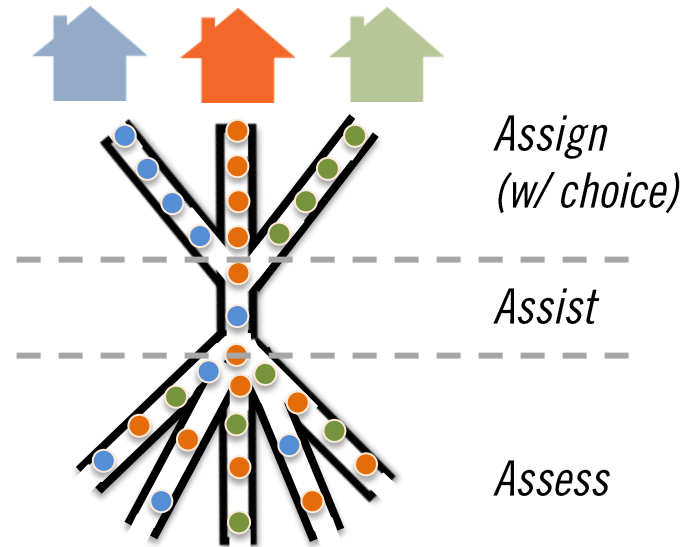
*What comprises CES?*



## Without CES



## With CES



## **Roles**

### *Support*

SPA Coordinator  
Regional Coordinator  
Matcher

### *Direct Services*

Outreach  
Housing Navigator  
Supportive Service  
Houser

## **Tools**

### *Forms*

CES Consent Form  
VI-SPDAT  
Matching Initiation Form  
Client Information Update  
Vacancy Request Form  
RUSH Application

### *Technology*

PMCP  
Case Conferencing Tool  
PSH Vacancy Matcher

## **Processes**

### *Assess*

Engage  
Administer VI-SPDAT

### *Assist*

Document Collection  
Meeting Accompaniment  
Connect with other  
services/benefits

### *Assign*

Referral to Perm. Housing  
Accept/Decline  
Lease-Up Process

## Processes

*Assess*

*Engage*

*Administer VI-SPDAT*

*Assist*

*Document Collection*

*Meeting Accompaniment*

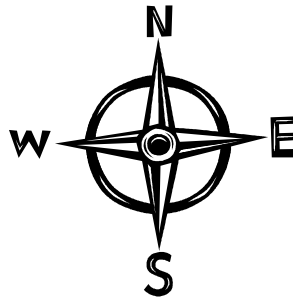
*Connect with other  
services/benefits*

*Assign*

*Referral to Perm. Housing*

*Accept/Decline*

*Lease-Up Process*



## Measures

- **Assess:** # of engagements resulting in completed VI-SPDATs
- **Assist:** # with complete documentation packets
- **Assign:** # of persons housed

## Roles

### *Support*

**SPA Coordinator**  
**Regional Coordinator**  
**Matcher**

### *Direct Services*

**Outreach**  
**Housing Navigator**  
**Supportive Service**  
**Houser**

## **SPA Coordinator**

Regional  
Coordinator

Regional  
Coordinator

Outreach Team  
Housing Navigators  
Housing Providers  
Supportive Service  
Staff

Outreach Team  
Housing Navigators  
Housing Providers  
Supportive Service  
Staff

County Systems & Regional Representatives  
Multi-Region Service Providers  
Multi-Region Housing Providers  
Supportive Service Staff

## Tools

### Forms

CES Consent Form

VI-SPDAT

Matching Initiation Form

Client Information Update

Vacancy Request Form

RUSH Application

## Technology

### PMCP

Case Conferencing Tool

PSH Vacancy Matcher

## Forms

- **VI-SPDAT:** for triage & housing recommendation
- **Matching Initiation Form:** to signal that a client desires housing placement & provide basic data regarding housing eligibility & preferences
- **Client Information Update:** to update information on either of the forms above
- **Vacancy Request Form:** to input housing opportunities and the correlating requirements for them
- **RUSH Application:** Common application for all rental subsidy types @ HACLA and soon HACoLA

## Format



Vulnerability Index & Service Prioritization Decision Assistance Tool (VI-SPDAT)  
Pre-screen for Single Adults

**A. GENERAL INFORMATION/CONSENT**

1. Interviewer's First Name	2. Interviewer's Last Name	3. Interviewer's Email
4. Interviewer's Phone Number	5. Referring Agency (if applicable)	
6. When was this survey conducted? / / Time: /		
7. Location of Survey: <input type="checkbox"/> SPA 1: Antelope Valley <input type="checkbox"/> SPA 2: San Fernando Valley (Sun Valley, North Hollywood, Sylmar) <input type="checkbox"/> SPA 3: Pasadena <input type="checkbox"/> SPA 4: Hollywood (+ East Hollywood) <input type="checkbox"/> SPA 5: San Jose <input type="checkbox"/> SPA 6: West LA (Santa Monica, Venice) <input type="checkbox"/> SPA 7: South LA ( Watts, Westside of South LA) <input type="checkbox"/> SPA 8: Southeast / East LA (Downtown City) <input type="checkbox"/> SPA 9: South Bay (Long Beach, Harbor City, San Pedro) 8. What city/community within that region? (see: Sun Valley, North Hollywood, Venice) 9. Location of Survey (by type): <input type="checkbox"/> Street <input type="checkbox"/> Shelter <input type="checkbox"/> Hospital/Community Clinic <input type="checkbox"/> Jail/Prison 10. Please specify location (intersection, name of shelter, etc.):		
1. Unique Client Identifier: <input type="checkbox"/> A: HRES <input type="checkbox"/> B: HOPES <input type="checkbox"/> C: DHS <input type="checkbox"/> D: Other Provider Database	2. Database Identifier	How old are you? / /
3. Birth Month/Year: Please select the 1 <sup>st</sup> of the month as a proxy for DOB		Pre-screen Score

If 60 years or older, then score 1.

**PRE-SCREEN GENERAL INFORMATION SUBTOTAL**

**B. HISTORY OF HOUSING & HOMELESSNESS**

If the person has experienced 24 or more consecutive months of homelessness, and/or 48 episodes of homelessness, then score 1.

QUESTIONS	RESPONSE	REFUSED	Pre-screen Score
1. Are you currently homeless? (as defined by HUD)		<input type="checkbox"/>	
2. How many months have you lived on the streets or in shelters?		<input type="checkbox"/>	
3. In the past three years, how many times have you been housed and then homeless again?		<input type="checkbox"/>	

**PRE-SCREEN HOUSING AND HOMELESSNESS SUBTOTAL**

**100,000 HOMES**  
For one million households nationwide and beyond

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POWERED BY COMMUNITY SOLUTIONS

## What it means

- No need to know all the right people
- No need for each building to maintain waiting lists
- No need to worry about inefficient uses of system resources
- No need to memorize all program requirements

## What it doesn't mean

- Yes, entry requirements for each unit/service are still honored
- Yes, CES still flows through existing community providers
- Yes, client choice is still honored
- Yes, regional associations and coordination is still encouraged
- Yes, this is meant to serve non-chronically homeless persons too



**Questions?**

# Data

*What have we found?*

# PHASES OF CES: PILOT

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## PHASE I

**Mar. '13- July '13**

**Skid Row**

**2 Teams**

### **Assess**

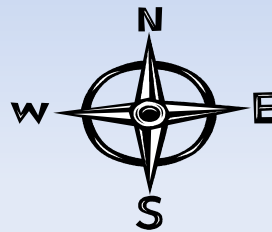


**134**

**601**

**2,561**

### **Assist**



**134**

**103**

**449**

### **Assign**



**37**

**56**

**119**

# PHASES OF CES: PILOT

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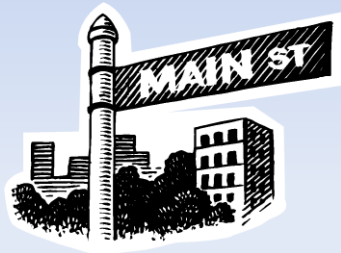
## PHASE II

Aug. '13- Nov. '13

Skid Row

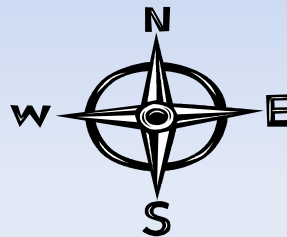
1 Team

### Assess



134  
**601**  
2,561

### Assist



134  
**103**  
449

### Assign



37  
**56**  
119

# PHASES OF CES: SCALE UP

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## PHASE III

**Nov. '13 – Feb. '14**

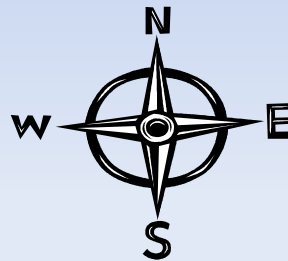
**7 Communities**

### **Assess**



**134**  
**601**  
**2,561**

### **Assist**



**134**  
**103**  
**449**

### **Assign**



**37**  
**56**  
**119**

# Racial Demographics Dashboard

	All Clients	% of All Clients	% in PIT
All Clients	4,574	100%	
African-American/Black	2,157	47%	38.0%
Asian	48	1%	1.3%
Latino/a	638	14%	21.8%
White	1,100	24%	36.6%
Other	631	14%	

# General Demographics Dashboard

	# of Clients	% of All Clients	% in PIT
<i>Total Clients In the System</i>	4,574	100%	
<i>Chronically Homeless</i>	3,565	78%	25.3%
<i>Living with Mental Illness</i>	3,822	84%	30.2%
<i>Has Substance Abuse Condition</i>	3,043	85%	31.4%
<i>Veterans</i>	545	12%	11.6%
<i>Living with HIV/AIDS</i>	171	4%	0.9%
<i>Over Age 65</i>	242	5%	8.5%* <i>62 and older</i>
<i>Transition Age Youth</i>	242	5%	10.7%

<b>SPA</b>	<b>% Wanting to Live in Current SPA or Anywhere</b>
<i>SPA 2</i>	95.08%
<i>SPA 3</i>	83.33%
<i>SPA 4: HOLLYWOOD</i>	82.47%
<i>SPA 4: SKID ROW</i>	76.12%
<i>SPA 5</i>	86.42%
<i>SPA 6</i>	100.00%
<i>SPA 7</i>	87.10%
<i>SPA 8</i>	100.00%

	Total	% of Total	% CH
<i><b>Affordable Housing &amp; Service Linkage Recommended</b></i>	307	7%	35%
<i><b>Limited-Term Supportive Services &amp; Rental Subsidy Recommended</b></i>	2,503	69%	77%
<i><b>PSH Recommended</b></i>	1,109	24%	94%
<i><b>Totals</b></i>	<b>4,575</b>		



**Questions?**

# Contacts

*Who's Involved in This?*



SPA Teams

The diagram illustrates an organizational structure. At the top, the text 'SPA Teams' is centered, surrounded by a cluster of blue circles of varying sizes. Below this, a light blue chevron points downwards to the text 'Systems Team'. Another light blue chevron points downwards from 'Systems Team' to a large blue circle containing the text 'Policy Team'. The entire central structure is enclosed within a large, light blue circular arc. To the left of this arc is the text 'Support Team' and to the right is 'Funders Collaborative', both in orange italicized font.

*Support Team*

Systems  
Team

*Funders  
Collaborative*

Policy  
Team

SPA

**Systems**

Policy

Support

Funders

**David Howden** (CSH)

**Keon Montgomery** (LA Family Housing)

**Jennifer Hark-Dietz** (PATH)

**Reina Turner** (DMH)

**Corrin Buchanan** (DHS)

**Carlos VanNatter** (HACLA)

**Marueen Fabricante** (HACoLA)

**Maria Brown** (PATH Ventures)

**Raymond Fuentes** (Skid Row Housing Trust)

**La Shelle Waters** (SRO Housing Corp.)

**Julie DeRose** (St. Joseph Center)

**Barbara Earhart** (Dept. of VA)

**Eun-Young Cho** (LAHSA)

**Terry Simons** (ACOF)

**Milo Peinemann** (New Directions)

SPA  
Systems  
**Policy**  
Support  
Funders



**Maria Funk (DMH)**  
**Peter Lynn (HACLA)**  
**Christine Marge (UW)**  
**Cheri Todoroff (DHS)**  
**Emilio Salas (HACoLA)**  
**Michelle Wildy (VA)**  
**Emily Williams (LAHSA)**

# SPA Systems Policy Support Fund

Aileen Getty Foundation  
Annenberg Foundation  
California Community Foundation  
Cedars-Sinai  
City National Bank  
**Conrad N. Hilton Foundation**  
Corporation for Supportive Housing  
Downtown Business Association  
Enterprise Community Partners  
Goldman Sachs  
J.P. Morgan Chase  
Kaiser Permanente  
Snak King  
The California Endowment  
The Carl and Roberta Deutsch  
Foundation  
UniHealth Foundation  
**United Way of Greater Los Angeles**  
Weingart Foundation  
W.M. Keck Foundation

**City of Los Angeles**  
City of Pasadena  
City of Santa Monica  
City of West Hollywood  
L.A. Housing and Community  
Investment Dept.  
Housing Authority City of Los Angeles  
**Housing Authority County of Los  
Angeles**  
**L.A. County Department of Health  
Services**  
**L.A. County Department of Mental  
Health**  
L.A. County Department of Public  
Health  
**V.A. Greater Los Angeles Healthcare  
System**



**Questions?**

# Next Steps

Discuss with SPA Coordinator

Read materials on site

Put a unit in

Survey a set of clients

Participate in case conferencing

**Thank You!**